

POLICY AND PROCEDURE

DEPARTMENT: Pharmacy	REFERENCE NUMBER: WA.PHAR.01
EFFECTIVE DATE: 04/2007	POLICY NAME: 30 Day Emergency Supply of Medication
REVIEWED/REVISED DATE: 02/008, 02/009, 02/2010, 04/2010, 05/2011, 02/2012, 02/2013, 02/2014, 08/2014, 08/2015, 03/2016, 01/2019, 01/2020, 04/2020	RETIRED DATE: N/A
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SCOPE:

This policy applies to Coordinated Care of WA, Inc. (CCW), Envolve Pharmacy Solutions (EPS) and its subsidiary companies.

PURPOSE:

Provide a process for dispensing a prescribed medication to a member by a licensed pharmacist who has used his or her professional judgment in identifying that the member has an Emergency Medical Condition for which lack of immediate access to pharmaceutical treatment would result in, (a) placing the health of the individual or, with respect to a pregnant woman, the health of the woman or her unborn child, in serious jeopardy; (b) serious impairment to bodily functions; or (c) serious dysfunction of any bodily organ or part.

POLICY:

CCW authorizes pharmacies to provide up to a 30 day supply of medication in situations where an emergency fill is needed. The Health Plan must be contacted within 7 days or before filling the medication again (whichever is sooner). Medical necessity requirements will be applied to any future fills of the same medication, but will be waived to ensure payment of the Emergency Fill.

Centene or its subsidiaries does not discriminate on the basis of race, color, national origin, sex, age or disability, nor exclude from participation in, deny the benefits of, or otherwise subject to discrimination under any applicable Company health program or activity.

PROCEDURE:

CCW will cover emergency fills without authorization for an emergency fill dispensed by a contracted pharmacy. The dispensing pharmacist will be allowed to dispense up to a 30 day supply of medication in situations such as:

1. A licensed pharmacist has used his or her professional judgment in identifying that the member has an Emergency Medical Condition for which lack of immediate access to pharmaceutical treatment would result in, (a) placing the health of the individual or, with respect to a pregnant woman, the health of the

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- woman or her unborn child, in serious jeopardy; (b) serious impairment to bodily functions; or (c) serious dysfunction of any bodily organ or part.
2. The prescriber is unavailable to choose a PDL alternative.
 3. The PA request is incomplete and cannot be processed by Envolve Pharmacy Solutions, the designated Pharmacy Benefit Manager (PBM).
 4. The prescription is presented outside of normal business hours at Envolve Pharmacy Solutions and NurseWise is authorized to enter an allowance for up to a 30 day supply.
 5. In the event of rejection due to refill-to-soon logic when the new fill is due to lost, stolen, broken or damaged supply (see WA.PHAR.05 Lost Stolen Spilled or Broken Medications policy) or if there is a dose change.

The following are exclusions to the policy:

1. The medication has a DESI classification other than "Safe and Effective."
2. The medication belongs to a non-covered therapeutic category (such as appetite suppressants or infertility treatments). Drug exclusions are specific to individual health plan state regulations.
3. Use of the prescribed medication is contraindicated because of the member's medical condition or possible adverse drug interaction.
4. The medication is for a professionally administered drug or Durable Medical Equipment (DME).
5. The medication is for Hepatitis C or is a medication that is contractually carved out.

REFERENCES: N/A

ATTACHMENTS: N/A

DEFINITIONS:

DESI (Drug Efficacy Study Implementation) – A government classification for drugs grandfathered after enactment of the 1962 Federal Food, Drug and Cosmetic Act.

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Emergency Fill- “Emergency Fill” means the dispensing of a prescribed medication to an member by a licensed pharmacist who has used his or her professional judgement in identifying that the member has an Emergency Medical Condition for which lack of immediate access to pharmaceutical treatment would result in, (a) placing the health of the individual or, with respect to a pregnant woman, the health of the woman or her unborn child, in serious jeopardy; (b) serious impairment to bodily functions; or (c) serious dysfunction of any bodily organ or part.”

REVISION LOG

REVISION:	DATE:
Remove from “Practitioners and Network Pharmacies” from “SCOPE” as those are external parties and are not to be included per template definition of “SCOPE”.	05/2007
Replace the “formulary” with “Preferred Drug List (PDL)” throughout the document.	02/2008
Add the following sentence to #2. of the “PROCEDURE”, “Exclusions to the policy” section: “Drug exclusions are specific to individual plan state regulations.”	02/2008
Add the following instructions as the last line of the “PROCEDURE” section: “When a call comes in after the PBM hours of service, NurseWise generally enters the authorization for a 72-hour supply unless there are concerns regarding inappropriate use of medications or quality of care.”	02/2008
Revised the SCOPE to include Corporate Centene Pharmacy Department and NurseWise.	02/2009
Clarified the PURPOSE to clearly state that the process would include those requests for medications that are not listed on the Preferred Drug List (PDL) or those requiring prior authorization.	02/2009
Detailed the PROCEDURE and PROCESS to align with those in place at US Script.	02/2009
Revisions completed at this time were made to address clerical errors, align with NCQA standards and language, and represent the work processes in place at both the Plan level and at US Script.	02/2010

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Replaced process #2 with current procedure used by US Script's Call Center. Added process #3 which outlines the request documentation by Call Center Associate. Revised processes 4, 5 and 6 to provide more specificity.	03/2010
Adjusted the 72-hour supply language for holiday timing and state requirements.	05/2011
Clerical changes removing duplicative language.	02/2012
No changes were deemed necessary.	02/2013
"Procedure" to include use of 72 hour emergency supply in the event of lost, stolen, broken or damaged supply of medication.	02/2014
Added to exclusions language to clarify new prescriptions.	02/2014
Added language regarding packaging that cannot be broken, for example Hepatitis C drugs.	02/2014
Removed language regarding packaging that cannot be broken, for example Hepatitis C drugs.	08/2014
Changed Corporate Pharmacy Team to "Pharmacy Solutions Group" in Scope section.	08/2015
Changed to increase to 30 day ER fill, from 72 Hour Corp P&P CC.PHAR.01	03/2016
Annual Review- No Changes	01/2019
Updated scope to apply to Coordinated Care of WA, Inc., Envolve Pharmacy Solutions, and its subsidiary companies. Added, "Centene or its subsidiaries does not discriminate on the basis of race, color, national origin, sex, age or disability, nor exclude from participation in, deny the benefits of, or otherwise subject to discrimination under any applicable Company health program or activity." Updated "patient" to "member." Added "up to" a 30 day supply. Changed "PBM" to "claims processing system."	10/2019

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Minor grammatical updates made for better clarification.	
Added definition of an "Emergency Fill" to align with HCA contract language	01/2020
Updated purpose of the policy as well as the procedures to align with HCA contract language for dispensing a prescribed medication to a member by a licensed pharmacist who has used his or her professional judgement in identifying that the member has an Emergency Medical Condition for which lack of immediate access to pharmaceutical treatment would result in, (a) placing the health of the individual or, with respect to a pregnant woman, the health of the woman or her unborn child, in serious jeopardy; (b) serious impairment to bodily functions; or (c) serious dysfunction of any bodily organ or part." Added requirement that the Health Plan must be contacted within 7 days or before filling the medication again (whichever is sooner). Medical necessity requirements will be applied to any future fills of the same medication, but will be waived to ensure payment of the Emergency Fill. Removed #4 from procedure section that stated, "The prescription is presented outside of normal business hours at Envolve Pharmacy Solutions and NurseWise is authorized to enter an allowance for up to a 30 day supply." Added dose change in #5 of the procedure section to address rejections due to refill-to-soon logic. Added professionally administered drugs, DME equipment, Hepatitis C and other medications that are contractually carved out under the list of exclusions. Removed process section	04/2020

POLICY AND PROCEDURE APPROVAL

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The electronic approval retained in RSA Archer, the Company's P&P management software, is considered equivalent to a signature.